

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:	) Group Art Unit: 2614
	)
KIEFHABER et al.	) Confirmation No.: 3473
	)
Serial No.: 10/815,534	) Examiner: Ahmad MATAR
	)
Filed: March 31, 2004	) <u>FOURTH INFORMATION DISCLOSURE</u>
	) <u>STATEMENT</u>
Atty. File No.: 4366-140	)
	)
For: TRACKING AND ACTING ON	)
ONE AND DONE	)

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The references cited on attached Form 1449A-PTO are being called to the attention of the Examiner.

☒ Copies of the cited non-patent and/or foreign references are attached herewith.

☐ Copies of the cited U.S. patents and/or patent applications are enclosed herewith.

☒ Copies of the cited U.S. patents/patent application publications are not attached in accordance with 37 C.F.R. § 1.98(a).

☐ Copies of the cited references are not enclosed, in accordance with 37 C.F.R. § 1.98(d), because the references were cited by or submitted to the U.S. Patent and Trademark Office in prior application Serial No. \_\_\_\_\_ filed \_\_\_\_\_, which is relied upon for an earlier filing date under 35 U.S.C. § 120.

☐ To the best of applicants' belief, the pertinence of the foreign-language references are believed to be summarized in the attached English abstracts and in the figures, although applicants do not necessarily vouch for the accuracy of the translation.

☐ Examiner's attention is drawn to the following co-pending applications, copies of which have been or are being submitted:

Serial No. \_\_\_\_\_ filed \_\_\_\_\_

☐ Other: \_\_\_\_\_

Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

### FEES

<input checked="" type="checkbox"/>	<p><b>37 CFR 1.97(b):</b> No fee is believed due in connection with this submission, because the information disclosure statement submitted herewith is satisfies one of the following conditions ("X" indicates satisfaction):</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or</li><li><input type="checkbox"/> Within three months of the date of entry into the national stage of an international application as set forth in 37 CFR 1.491 or</li><li><input checked="" type="checkbox"/> Before the mailing date of a first Office Action on the merits, or</li><li><input type="checkbox"/> Before the mailing of a first Office action after the filing of a request for continued examination under 37 CFR 1.114.</li></ul> <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970.</p>
<input type="checkbox"/>	<p><b>37 CFR 1.97(c):</b> The information disclosure statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <ul style="list-style-type: none"><li>(1) a final action under 37 C.F.R. 1.113 or</li><li>(2) a notice of allowance under 37 C.F.R. 1.311, or</li><li>(3) an action that otherwise closes prosecution in the application.</li></ul> <p>This Information Disclosure Statement is accompanied by:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970.</li></ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Please charge Deposit Account 19-1970 in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an information disclosure statement. Please credit any overpayment or charge any underpayment to Deposit Account 19-1970.</li></ul>
<input type="checkbox"/>	<p><b>37 CFR 1.97(d):</b> This Information Disclosure Statement is being submitted after the period specified in 37 CFR 1.97(c).</p> <ul style="list-style-type: none"><li><input type="checkbox"/> This information Disclosure Statement includes a Certification (below) as specified by 37 C.F.R. 1.97(e)</li></ul> <p style="text-align: center;">AND</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Applicants hereby requests consideration of the reference(s) disclosed herein. Please charge Deposit Account 19-1970 in the amount of \$180.00 under 37 C.F.R. 1.17(p). <b>Please credit any overpayment or charge any underpayment to Deposit Account 19-1970.</b> Election to pay the fee should not be taken as an indication that applicant(s) cannot execute a certification.</li></ul>

**Certification (37 C.F.R. 1.97(e))**  
(Applicable only if checked)

☐ The undersigned certifies that:

☐ Each item of information contained in this information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).

☐ A copy of the communication from the foreign patent office is enclosed.

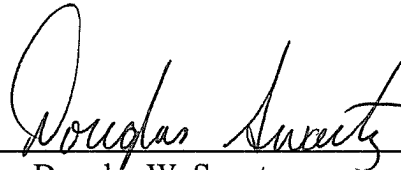
OR

☐ No item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,

SHERIDAN ROSS P.C.

By: \_\_\_\_\_



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Date: \_\_\_\_\_

July 10, 2007

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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Sheet 1 of 9

**Complete if Known**

Application Number	10/815,534
Filing Date	March 31, 2004
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Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
		US- 4,163,124	07/31/1979	Jolissaint	
		US- 4,737,983	04/12/1993	Frauenthal et al.	
		US- 4,797,911	01/10/1989	Szlam et al.	
		US- 4,894,857	01/16/1990	Szlam et al.	
		US- 5,001,710	03/19/1991	Gawrys et al.	
		US- 5,097,528	03/17/1992	Gursahaney et al.	
		US- 5,101,425	03/31/1992	Darland	
		US- 5,164,983	11/17/1992	Brown et al.	
		US- 5,210,789	05/11/1993	Jeffus et al.	
		US- 5,274,700	12/28/1993	Gechter et al.	
		US- 5,278,898	01/11/1994	Cambray et al.	
		US- 5,335,268	08/02/1994	Kelly Jr. et al.	
		US- 5,390,243	02/14/1995	Casselman et al.	
		US- 5,436,965	07/25/1995	Grossman et al.	
		US- 5,469,503	11/21/1995	Butensky et al.	
		US- 5,469,504	11/21/1989	Blaha	
		US- 5,473,773	12/05/1995	Aman et al.	
		US- 5,479,497	12/26/1995	Kovarik	
		US- 5,500,795	03/19/1996	Powers et al.	

FOREIGN PATENT DOCUMENTS						
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		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				
		EP 0 501 189 A2	09/02/1992	IBM Corporation		
		EP 0 863 651 A2	09/09/1998	Lucent Technologies Inc.		
		EP 1091307 A2	04/11/2001	Lucent Technologies Inc.		
		EP 1150236	10/31/2001	Avaya Technology Corp.		
		EP 899673 A2	03/03/1999	AT&T Corporation		
		EP 998108 A1	05/03/2000	Lucent Technologies Inc.		

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SignatureDate  
Considered

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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

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Sheet 2 of 9**Complete if Known**

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

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		Number-Kind Code <sup>2</sup> (if known)			
		US- 5,504,894	04/02/1996	Ferguson et al.	
		US- 5,530,744	06/25/1996	Charalambous et al.	
		US- 5,537,542	07/19/1996	Eilert et al.	
		US- 5,544,232	08/06/1996	Baker et al.	
		US- 5,592,542	01/07/1997	Honda et al.	
		US- 5,611,076	03/11/1997	Durflinger et al.	
		US- 5,642,515	06/24/1997	Jones et al.	
		US- 5,684,874	11/04/1997	Flockhart et al	
		US- 5,684,964	11/04/1997	Powers et al.	
		US- 5,689,698	11/18/1997	Jones et al.	
		US- 5,703,943	12/30/1997	Otto	
		US- 5,713,014	01/27/1998	Durflinger et al.	
		US- 5,742,675	04/21/1998	Kilander et al.	
		US- 5,748,468	05/05/1998	Notenboom et al.	
		US- 5,749,079	05/05/1998	Yong et al.	
		US- 5,752,027	05/12/1998	Familiar	
		US- 5,754,776	05/19/1998	Hales, et al	
		US- 5,754,841	05/19/1998	Carino, Jr.	
		US- 5,757,904	05/26/1998	Anderson	

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		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				
		EP 0 772 335 A2	05/07/1997	Lucent Technologies Inc.		
		GB 2 290 192 A	12/13/1995	Siemens Rolm Comm. Inc.		
		GB 2 273 418	06/15/1994	Rockwell Internatl. Corp.		
		WO 98/56207	12/10/1998	Ericsson Telefon AB L M		
		WO 96/07141	03/07/1996	Motorola, Inc.		
		CA 2,174,762	06/30/1995	Motorola, Inc.		

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Sheet 3

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		Number-Kind Code <sup>2</sup> (if known)			
		US- 5,794,250	08/11/1998	Carino, Jr. et al.	
		US- 5,796,393	08/18/1998	MacNaughton et al.	
		US- 5,802,282	09/01/1998	Hales et al	
		US- 5,838,968	11/17/1998	Culbert	
		US- 5,881,238	03/9/1999	Aman et al.	
		US- 5,889,956	03/30/1999	Hauser et al.	
		US- 5,915,012	06/22/1999	Miloslavsky	
		US- 5,926,538	07/20/1999	Deryugin et al.	
		US- 5,930,786	07/27/1999	Carino, Jr. et al.	
		US- 5,937,051	08/10/1999	Hurd et al.	
		US- 5,937,402	08/10/1999	Pandilt	
		US- 5,940,496	08/17/1999	Gisby et al.	
		US- 5,948,065	09/07/1999	Eilert et al.	
		US- 5,960,073	09/28/1999	Kikinis et al.	
		US- 5,963,635	10/05/1999	Szlam et al.	
		US- 5,963,911	10/05/1999	Walker et al	
		US- 5,970,132	10/19/1999	Brady	
		US- 5,974,135	10/26/1999	Breneman et al.	
		US- 5,974,462	10/26/1999	Aman et al.	

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		CA 2,143,198	01/19/1995	Telefonaktiebolaget LM		

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Sheet 4

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		US- 5,987,117	11/16/1999	McNeil et al.	
		US- 5,991,392	11/23/1999	Miloslavsky	
		US- 5,996,013	11/30/1999	Delp et al.	
		US- 5,999,963	12/07/1999	Bruno et al.	
		US- 6,011,844	01/04/2000	Uppaluru et al.	
		US- 6,038,293	03/14/2000	Mcnerney et al.	
		US- 6,044,144	03/28/2000	Becker et al.	
		US- 6,044,355	03/28/2000	Crockett et al.	
		US- 6,052,723	04/18/2000	Ginn	
		US- 6,055,308	04/25/2000	Miloslavsky et al.	
		US- 6,115,462	09/05/2000	Servi et al.	
		US- 6,154,769	11/28/2000	Cherkasova et al.	
		US- 6,175,564 B1	01/16/2001	Miloslavsky et al.	
		US- 6,178,441 B1	01/23/2001	Elnozahy	
		US- 6,185,292 B1	02/06/2001	Miloslavsky	
		US- 6,215,865 B1	04/10/2001	McCalmont	
		US- 6,226,377 B1	05/01/2001	Donaghue Jr.	
		US- 6,229,819 B1	05/08/2001	Darland et al.	
		US- 6,230,183 B1	05/08/2001	Yocom et al.	

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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Sheet 5

of 9

Application Number

10/815.534
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Filing Date

March 31, 2004

First Named Inventor

KIEFFHABER et al.

Art Unit

2614

Examiner Name \_\_\_\_\_

Ahmad MATAR

Attorney Docket Number

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		US- 6,233,333 B1	05/15/2001	Dezonmo	
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		US- 6,263,359 B1	07/17/2001	Fong et al.	
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		US- 6,434,230 B1	08/13/2002	Gabriel	
		US- 6,449,358	09/10/2002	Anisimov et al	
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		US- 6,490,350 B2	12/03/2002	McDuff et al.	
		US- 6,535,601	03/18/2003	Flockhart et al	
		US- 6,560,649 B1	05/06/2003	Mullen et al.	
		US- 6,560,330	05/06/2003	Gabriel	
		US- 6,560,707	05/06/2003	Curtis et al	
		US- 6,563,920	05/13/2003	Flockhart et al	
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		US- 6,650,748 B1	11/18/2003	Edwards et al	

**FOREIGN PATENT DOCUMENTS**

[illegible]

Examiner Signature		Date Considered	
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Sheet 6

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Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
		US- 6,597,685	07/22/2003	Miloslavsky et al	
		US- 6,704,409	03/09/2004	Dilip et al	
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		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				

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		Microsoft Office Animated Help Tool	
		"Product Features," Guide to Call Center Automation, Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992	
		"Product Features," Guide to Call Center Automation, CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 95, 1992	
		Dawson, "NPRI's Powerguide, Software Overview" Call Center Magazine (Jun. 1993), p. 85	
		"Applications, NPRI's Predictive Dialing Package," Computer Technology (Fall 1993), p. 86	
		"Call Center Software You Can't Outgrow," Telemarketing® (Jul. 1993), p. 105	
		"VAST™, Voicelink Application Software for Teleservicing®," System Manager User's Guide, Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77	
		GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter" Optimizing the Interaction Between Customers and Answering Resources." 6 pages	
		Avaya, Inc. Business Advocate Product Summary, at <a href="http://www.avaya.com">http://www.avaya.com</a> , downloaded on 2/15/03, Avaya, Inc. 2003, 3 pages	
		Avaya, Inc. Business Advocate Options, at <a href="http://www.avaya.com">http://www.avaya.com</a> , downloaded on 2/15/03, Avaya, Inc. 2003	

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		Avaya, Inc. CentreVu Advocate, Release 9, User Guide, December 2000	
		"Internet Protocol Addressing," available at <a href="http://samspade.org/d/ipdns.html">http://samspade.org/d/ipdns.html</a> , downloaded March 31, 2003, 9 pages	
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		Coles, Scott, "A Guide for Ensuring Service Quality In IP Voice Networks," Avaya, Inc., 2002, pp 1-17	
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		Chavez, David, et al., "Avaya MultiVantage Software: Adapting Proven Call Processing for the Transition to Converged IP Networks," Avaya, Inc., August 2002	
		Avaya, Inc., "Voice Over IP Via Virtual Private Networks: An Overview," Avaya, Inc., February 2001, 9 pages	

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Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

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		Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages	
		Stevenson et al.; "Name Resolution in Network and Systems Management Environments"; <a href="http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html">http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html</a> ; 16 pages	

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